

W-02062A-09-0466  
W-02062A-09-0515



0000111729

ORIGINAL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

Investigator: Jenny Gomez

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2010 86781

Date: 5/6/2010

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

First:

Last:

Complaint By: Clarence & Martha Lay Givens

Account Name: Clarence & Martha Layne Givens

Street:

City: Sierra Vista

State: AZ Zip: 85650

Home

Work:

CBR:

is:

Arizona Corporation Commission  
**DOCKETED**

MAY 18 2010

DOCKETED BY

Utility Company: Southland Utilities Company, Inc.

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

\*\*\*\*\*W-02061A-09-0466 AND W-02062A-09-0515\*\*\*\*\*

REFERENCE: Southland Utilities Company, Inc.

Dear Sirs,

We are in receipt of your letter referring Docket Nos. W-02062A-09-0466 and W-02062A-09-0515 and we wish to offer our comments. We feel - being 89 & 90 yrs. old and as many elderly folks - are on a very low fixed income and we feel 246.38% and 255.42% interest rates are totally unreasonable. Our current water bills average from \$15.00 to \$18.00 per month - but as quoted could jump up to \$55 or \$60 per month. We feel, if our average monthly water bill jumped to - \$30.00 or \$35.00 per month - we could manage that or about 100% increase that would seem more reasonable than the sudden jump to the outlandish rate of 255%!

We have resided in Sierra Vista for about 4 ½ years and have been very happy as consumers of our water service. Please keep up the good work and try to work with a more reasonable approach.

Thank you, sincerely,

Clarence & Martha Layne Givens

Sierra Vista, AZ. 85650

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

RECEIVED  
2010 MAY 18 P 2:44  
ARIZONA CORPORATION COMMISSION  
DOCKET CONTROL

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

---

5/6/10

Noted for the record and filed in Docket Control

\*End of Comments\*

Date Completed: 5/6/2010

Opinion No. 2010 - 86781

---